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FIG. 1

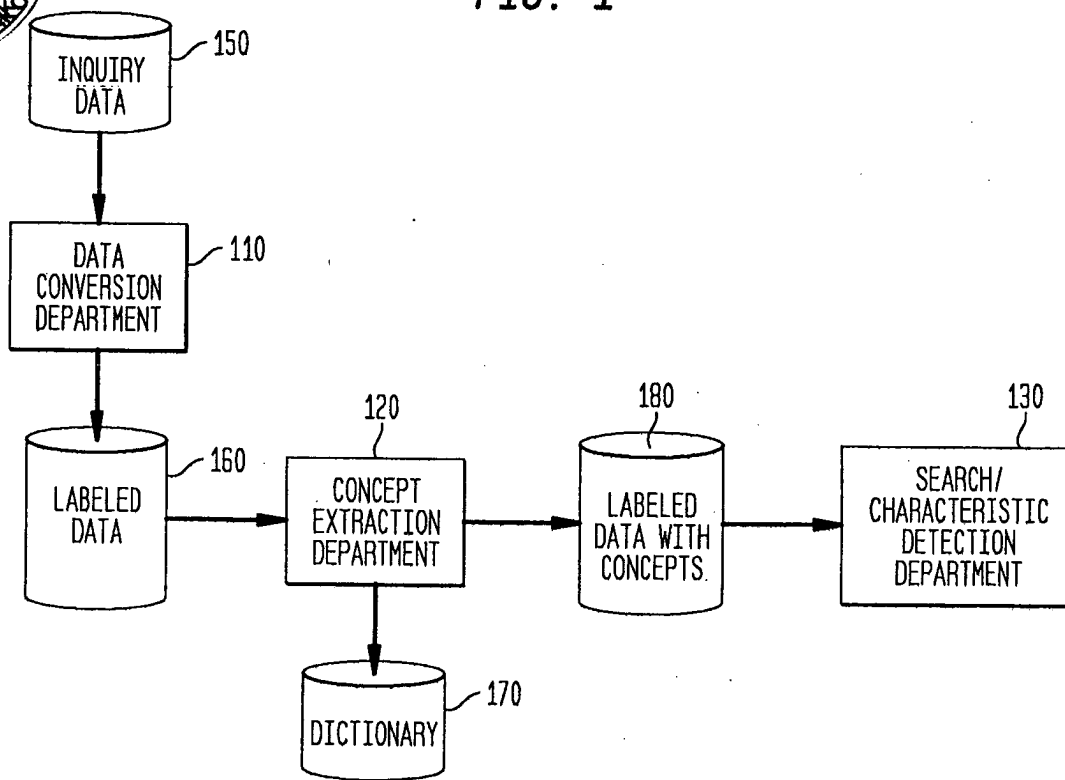
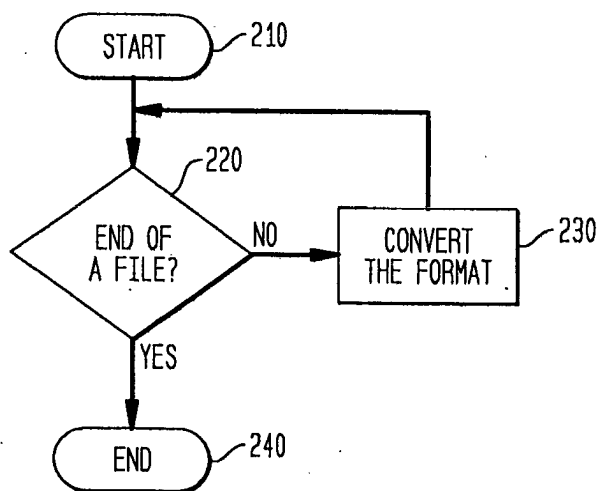


FIG. 2





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FIG. 3

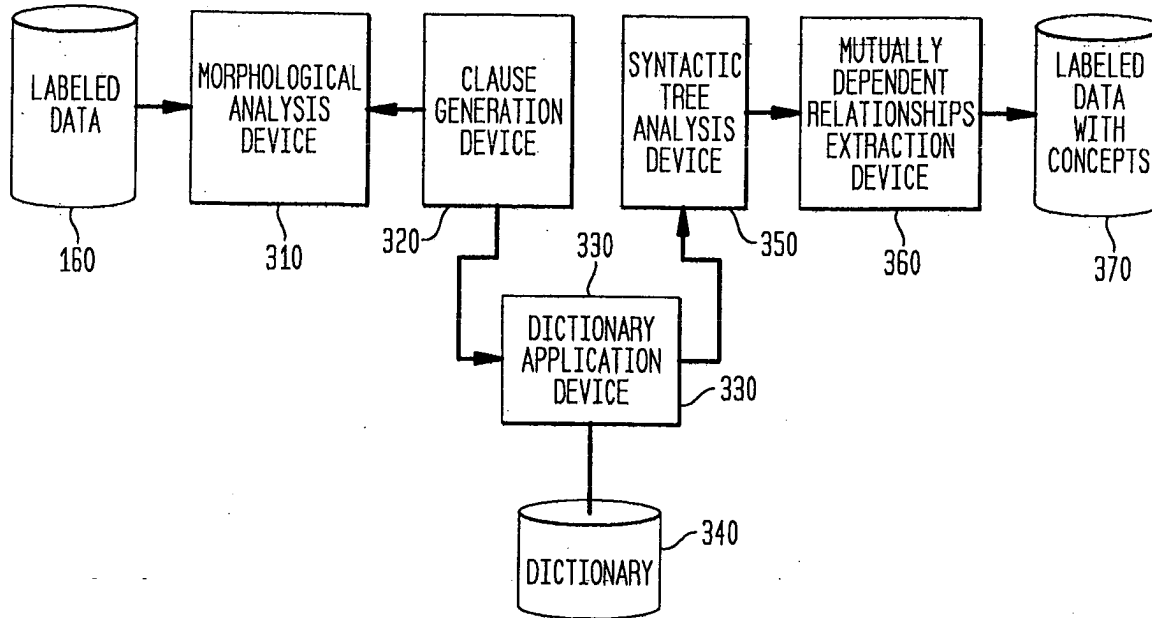


FIG. 5

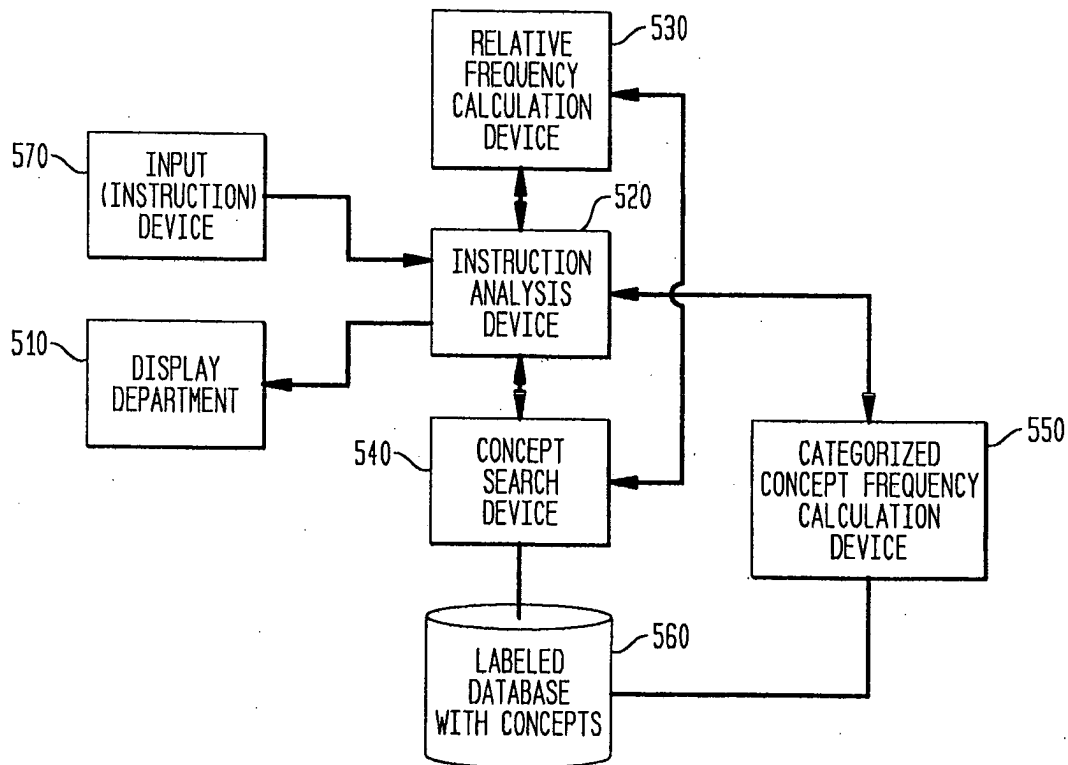
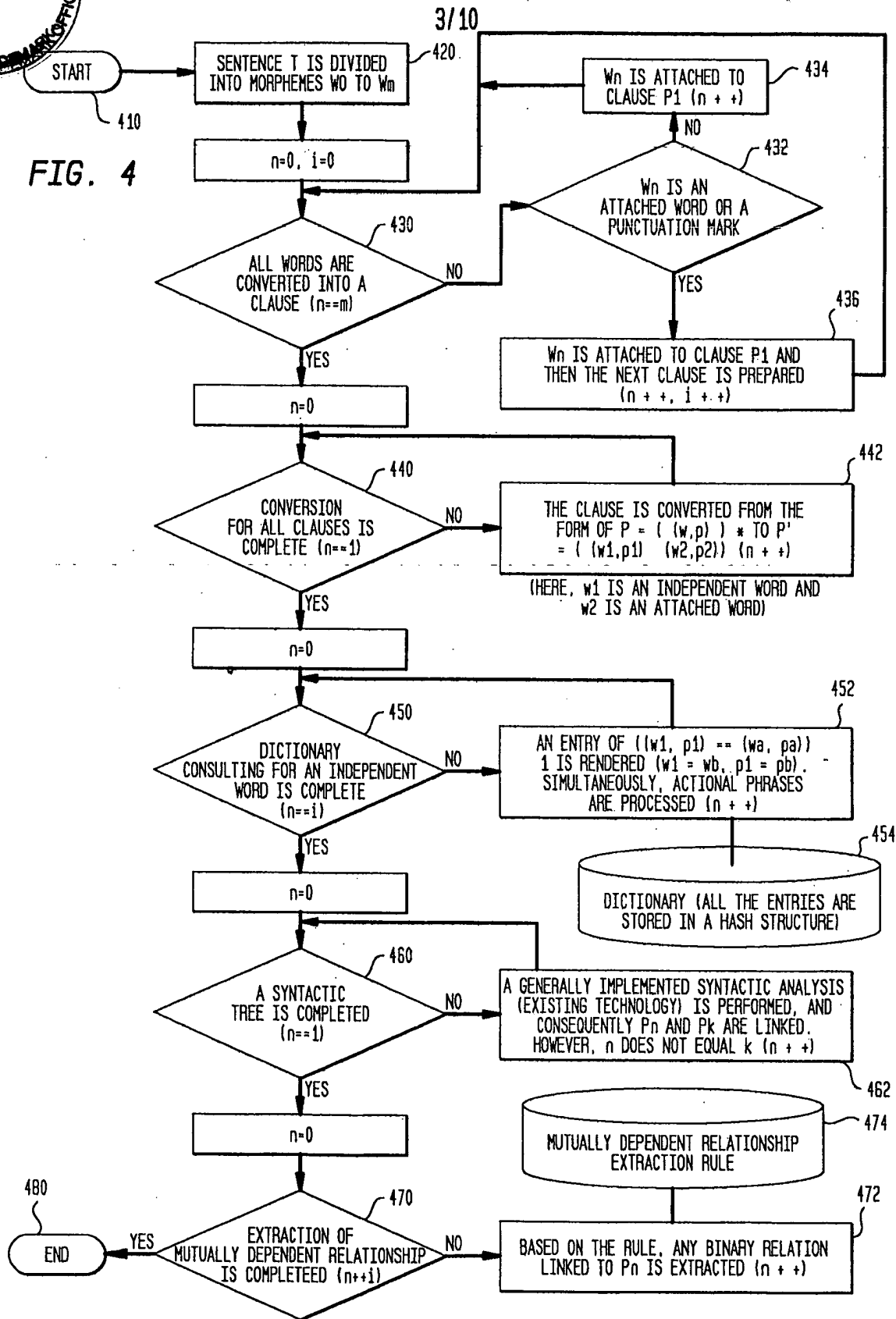




FIG. 4



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FIG. 6

fa
↓

CATEGORY A

A1

A2

A3

A4

A5

A6

A7

fb →

CATEGORY B

B1	1720(89.6%)	56(2.9%)	118(6.1%)	7(0.3%)	8(0.4%)	7(0.3%)	1(0.0%)
B2	1255(90.5%)	21(1.5%)	100(7.3%)	4(0.2%)	2(0.1%)	2(0.1%)	2(0.1%)
B3	1072(95.0%)	28(2.4%)	18(1.5%)	5(0.4%)	0(0.0%)	3(0.2%)	1(0.0%)
B4	501(90.1%)	9(1.6%)	40(7.1%)	1(0.1%)	3(0.5%)	2(0.3%)	0(0.0%)
B5	649(93.2%)	26(3.7%)	17(2.4%)	1(0.1%)	0(0.0%)	3(0.4%)	0(0.0%)
B6	682(95.5%)	13(1.8%)	15(2.1%)	3(0.4%)	0(0.0%)	1(0.1%)	0(0.0%)
B7	676(96.9%)	11(1.5%)	5(0.7%)	3(0.4%)	1(0.1%)	1(0.1%)	0(0.0%)
B8	673(90.7%)	34(4.5%)	26(3.5%)	4(0.5%)	0(0.0%)	5(0.6%)	0(0.0%)
B9	528(74.3%)	134(18.8%)	10(1.4%)	14(1.9%)	2(0.2%)	22(3.0%)	0(0.0%)
⋮	⋮	⋮	⋮	⋮	⋮	⋮	⋮

DISPLAY AREA (1)

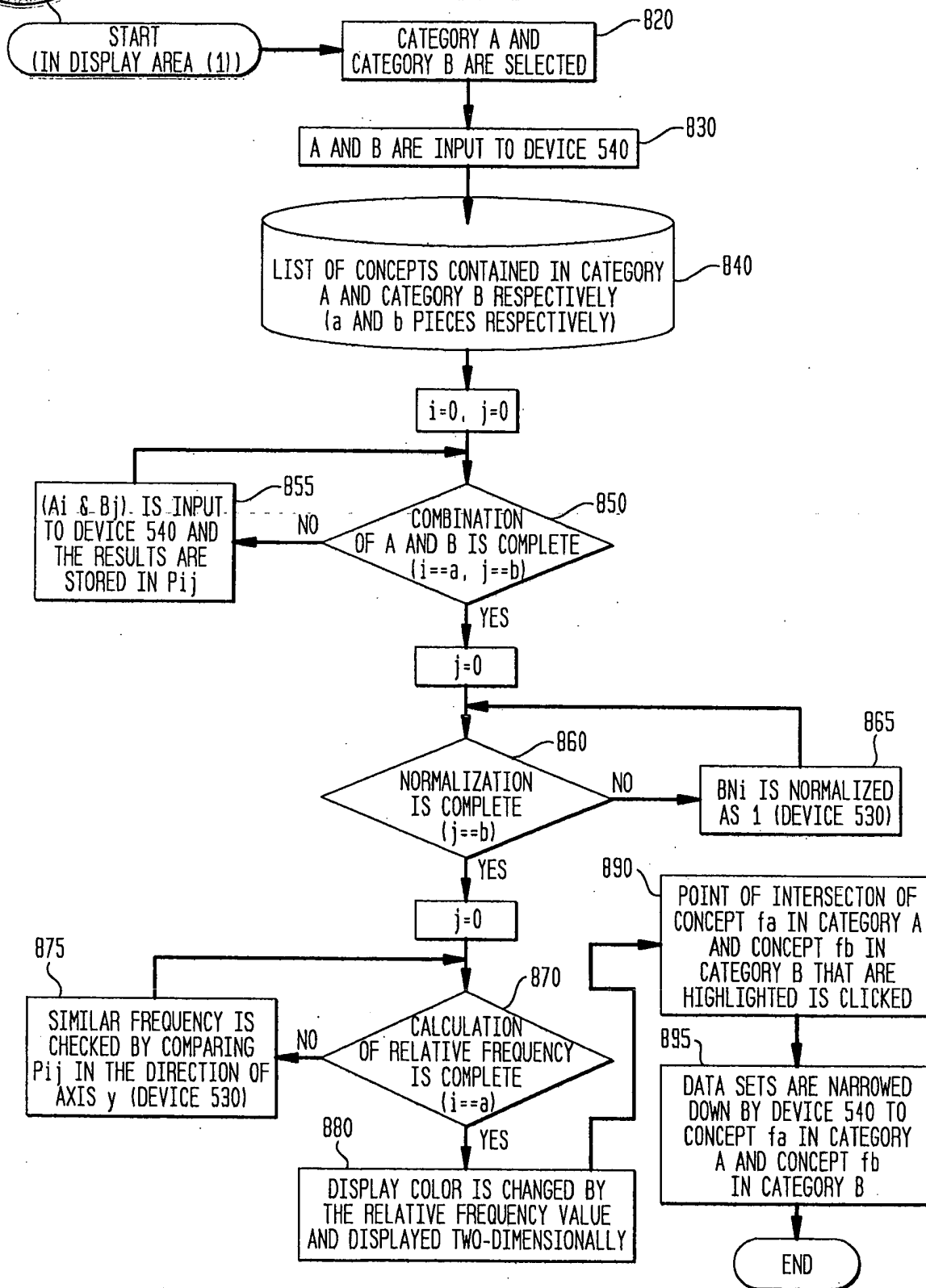
FIG. 7

CATEGORY B

Frequency/relative frequency		Sort <input type="radio"/> Frequency <input checked="" type="radio"/> Relative <input type="button" value="Snap shot"/>	
Software	995 1.87	WINDOWS98	
Hardware			
Terminology	120 0.0	WINDOWS95	
Command	118 0.0	Upgrade	
Subject component	77 0.0	Recovery	
Problem classification		Message	
Call classification	53 0.0	WINDOWS	
Response/ reaction classification	43 0.0	Driver	
Model name	31 0.0	Software	
Solution period (min.)		Strat up time	
Call frequency	27 0.0	Application	
Number of personnel in charge	27 0.0		
Number of teams in charge	27 0.0		
Noun	19 0.0		
Proper noun			
Other			
Person's name			
Organization's name			

DISPLAY AREA (2)

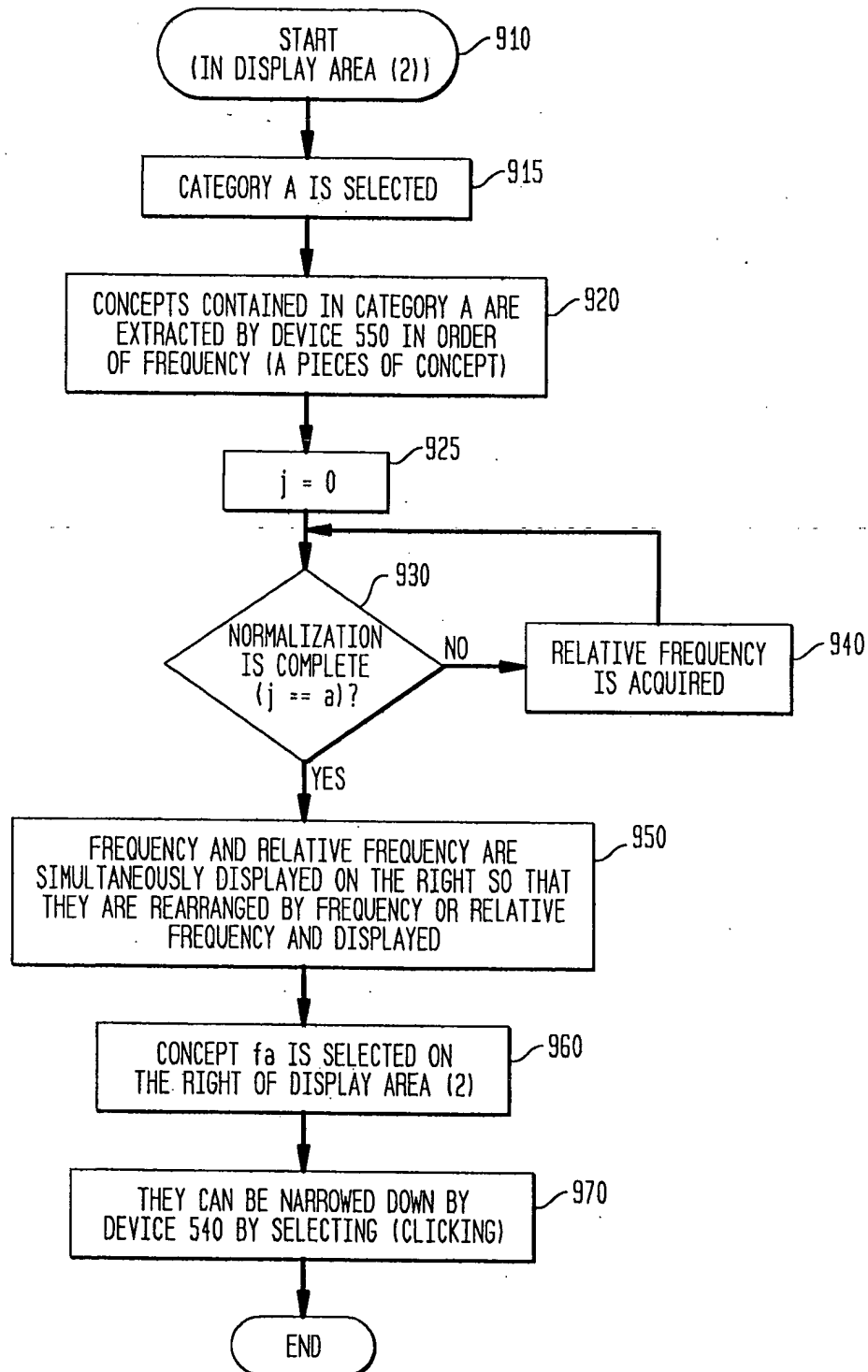
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FIG. 8





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FIG. 9



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FIG. 10

						Slow	
	19(2.58%)	6(0.82%)	9(1.22%)	6(0.82%)	2(0.27%)	2(0.27%)	3(0.41%)
	18(2.02%)	7(0.79%)	18(2.02%)	4(0.45%)	4(0.45%)	3(0.34%)	3(0.34%)
	21(2.75%)	14(1.83%)	15(1.97%)	12(1.57%)	12(1.57%)	14(1.83%)	7(0.92%)
	57(5.76%)	12(1.21%)	11(1.11%)	8(0.81%)	3(0.31%)	1(0.10%)	5(0.51%)
	55(4.8%)	20(1.75%)	7(0.61%)	11(0.96%)	2(0.17%)	1(0.095%)	5(0.44%)
PRODUCT A	20(2.58%)	15(1.94%)	14(1.81%)	8(1.03%)	6(0.78%)	20(2.58%)	6(0.78%)
	15(2.11%)	18(2.53%)	12(1.69%)	9(1.27%)	1(0.14%)	5(0.70%)	3(0.42%)
	17(2.29%)	10(1.35%)	33(4.45%)	6(0.81%)	1(0.13%)	2(0.27%)	2(0.27%)
	15(2.76%)	7(1.29%)	8(1.47%)	5(0.92%)	2(0.37%)	0(0.00%)	3(0.55%)
⋮	⋮	⋮	⋮	⋮	⋮	⋮	⋮

DISPLAY AREA (1)

FIG. 11

Frequency/relative frequency	Sort	<input checked="" type="radio"/> Frequency	<input type="radio"/> Relative	Snap shot
Software		995		
Hardware		1.87		
Terminology		11.12		
Command		3.1		Hard Disk
Subject component		3.0		
Problem classification		3.0		
Call classification		2.0		
Response/ reaction classification		2.0		
Model name		1.0		
Solution period (min.)		1.0		
Call frequency		1.0		
Number of personnel in charge		1.0		
Number of teams in charge		1.0		
Noun		1.0		
Proper noun		1.0		
Other		1.0		
Person's name				
Organization's name				

DISPLAY AREA (2)



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FIG. 12

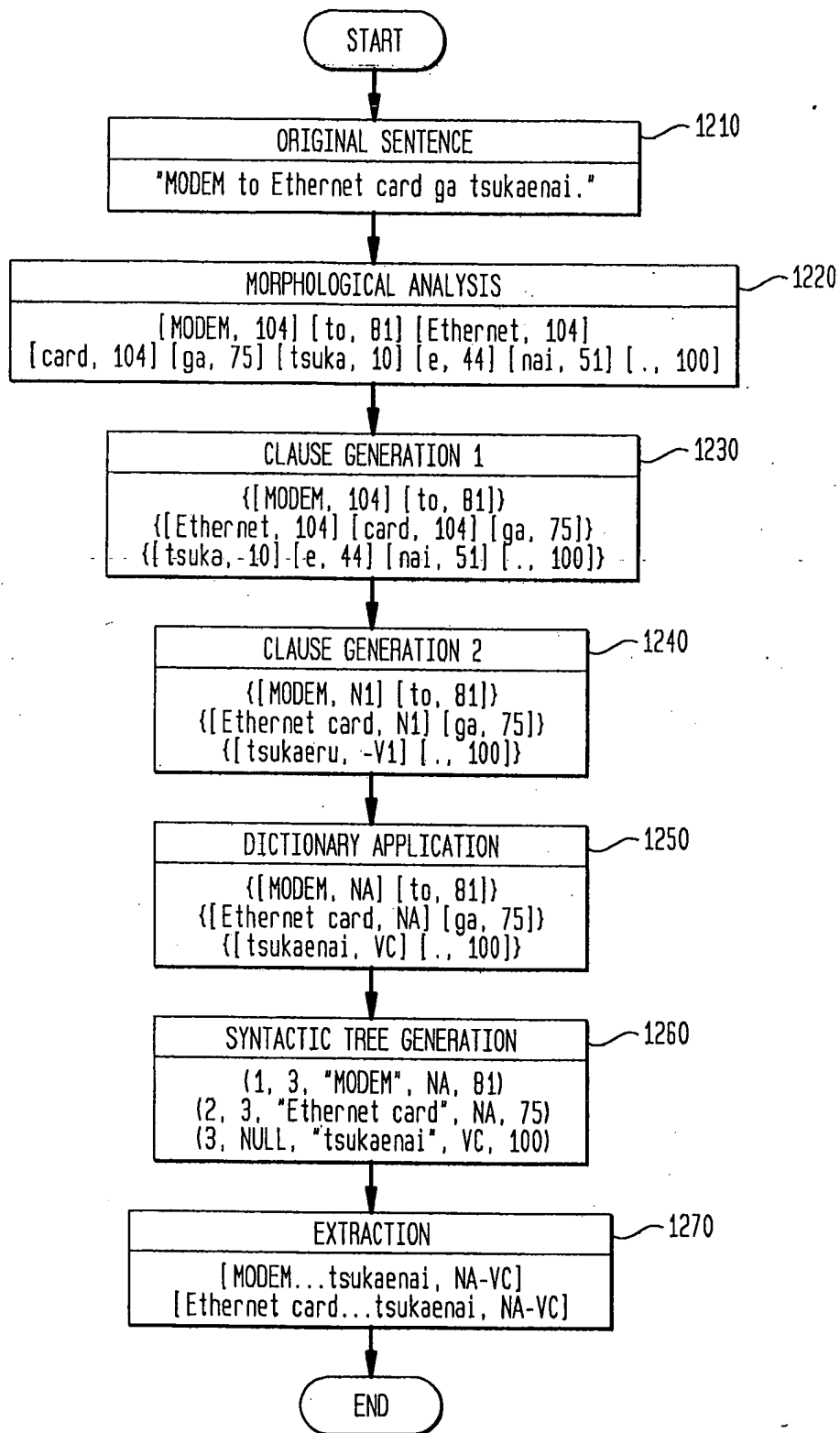


FIG. 13

Number of sampled items: 1000 Database name:

Enter keyword:

History name: Open history Save history

Delete: Clear ☐ AND ☒ OR

36758 MONTH(1998/08)

841 XXXX

29 Slow + Time

19980801 Start up takes abnormally long

19980801 Start up takes very long

19980802 Start up takes 30 minutes

Snap shot:

Frequency/relative frequency

Sort: ☒ Frequency ☐ Relative ☐ Item

Snap shot:

Hardware

Software

Command

Subject component

Problem classification

Response/ reaction

Call classification

Model name

Solution period (min.)

Call frequency

Number of personnel in charge

Number of teams in charge

Noun

Proper Noun

Other

Person's name

Organization's name

2D graph

Fluctuation graph

Topic extraction

Time-series graph

Does not start up

Stops

Cannot start up

Cannot

Funny

Unclear

Slow

PRODUCT A

PRODUCT B

PRODUCT C

PRODUCT D

PRODUCT E

PRODUCT F

DISPLAY AREA (1)

DISPLAY AREA (2)

Hard disk

Repair

Power source

Telephone

Desktop PC

Notebook PC

Defective sector

Modem





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FIG. 14

